

MANUFACTURED HOUSING COMPLAINTS

All residential manufactured homes must comply with the Federal Manufactured Home Construction and Safety Standards. Since June 15, 1976, manufacturers have confirmed compliance with the Standards by attaching a red label to the back of each transportable section of a home produced.

The extent to which HUD can help a homeowner resolve a complaint depends on the seriousness of the problem. In cases where safety-related defects in homes create an unreasonable risk of injury or death to the occupants, manufacturers must correct the defect in a short period. HUD cannot require correction unless the defects were introduced into the home during the manufacturing process. The on-site installation of a manufactured home is not regulated by HUD.

If a problem arises with a manufactured home, the first contact should be the retailer. Most problems can be eliminated quickly. If the retailer cannot help, the second contact should be the manufacturer. Manufacturers, for the most part, are quick to respond to consumers.

It is important to put a complaint in writing. Also, make a copy to keep with your records. The letter should include the serial number of the home with a list of the problems. List any known factors that contributed to the problem. Also list any secondary issues related to the problem.

If that fails, you can file a formal complaint. Include a description of the problem, along with copies of any correspondence or contacts with the retailer and the manufacturer to resolve the problem. Also include:

- Your name, address and a telephone number where you can be reached during the day;
- The name of the manufacturer;
- The serial number and model number of your home;
- The label number (the red tag on the back of the home);
- The date purchased; and
- The name of the business who sold you the home.

Please note that the State of Indiana no longer participates in the State Administrative Agency program maintained by the federal Department of Housing and Urban Development (HUD).

For assistance with consumer complaints on manufactured housing units please contact HUD directly at:

Office of Manufactured Housing Programs
Office of Risk Management and Regulatory Affairs
Department of Housing and Urban Development

451 7th St. SW, Room 9168

Washington, D.C. 20410-8000

If you have questions, call toll free 1-800-927-2891.

Consumer complaints may also be submitted to Manufactured Housing's email address:

mhs@hud.gov.